

Frequently Asked Questions about **CASA**

Q. I start CASA and I get the error message, 'Error Number 2'.

- A. Close CASA and run FIXCASA. FIXCASA is found by going to the Start button, Programs, CASA for Windows. If you do not have FIXCASA, then go to the Start button, Programs, Windows Explorer, and open the WINCASA folder found in the left side window. Once the WINCASA folder is opened look in the right-hand side window for a file by the name of DUMPSYS3.DBF. Highlight the file by clicking ONCE on it and then press the Delete key to remove the file. Upon entering CASA again after running FIXCASA, you will need to go to Utilities>Database Functions>Re-Index.

Q. I go to input or edit an Immunization History record and I get the error message 'Position is off the screen', Error Number 30.

- A. Close CASA. Change the Display property of your desktop screen. Right-click on an area on your main screen where there is no icon. From the pick-list, choose the Properties option. Click on the Settings tab. Toward the bottom of the screen you will see Font Size. The Font Size setting should be set to Small font. If you don't immediately see the Font Size option on this screen, click on the Advanced button and you will find the Font Size option on the next screen. Click on the OK button to apply this change. You will need to re-boot for this system change to take.

Q. I go to run a report, any report, and I get a General Protection Fault (GPF) error message or a Pure Virtual Function error message from the Windows Operating System.

- A. Close CASA. Change the printer driver to something other than what you were using. Go to the Start button, Setting, Printers and choose Properties for your default printer. Get to the Details tab. Change the "Print using the following driver" to Hewlett-Packard LaserJet III or LaserJet 4 or LaserJet 5. CASA is incompatible with the latest Hewlett-Packard printer drivers, especially for the 4050 high speed printers. It is possible to use the printer driver for a Hewlett-Packard 4x, 5x or 6x and still use the 4050 printer. This may take some help from your IT staff to accomplish.

Q. I'm using a new machine: Windows 2000, dual processor 733 Pentiums, 256MB RAM. After I import one, sometimes two files, my computer crashes. I quit and/or reboot and I can start again, but the problem returns. I have plenty of RAM and I have plenty of speed...any recommendations for this Problem?

- A. Right click on the CASA desktop icon to get to the Properties. There is a check box titled "Run in separate memory space." Check this box. It will make CASA more stable and even run slightly faster.

Q. I go to edit an Immunization History record and I choose the Pick-List option and I get the error message 'Insufficient Memory'.

- A. Close CASA by choosing the Cancel option. This is done to refresh the memory available to CASA. Re-start CASA. You will not be able to use the Pick-List option again for this particular Assessment Site. Instead, use the Direct Search option. I

recommend typing only the Last Name and clicking on the Search button and subsequently clicking on the Next button until the correct name appears on the screen and then clicking on the OK button to enter this record.

Q. I run a report and I get the error message 'File <filename> does not exist'.

- A. Close or minimize CASA. Open Windows Explorer or File Manager and get to the WINCASA folder. Double-click on the WCINSTAL.BAT file.

Q. While running SETUP.EXE to install or update CASA I receive an error message that says that your computer is out of memory.

- A. Make sure all other applications are closed and that if you have a Microsoft Office toolbar on the screen that it is also closed. If you still have an error message after everything is closed, try copying the contents of the 3 diskettes into a temporary folder on your C: drive and running SETUP.EXE from there.

Q. I want a coverage report for a region or district within my state, not just for one Assessment Site?

- A. You can use the Coverage Comparison Report to show coverage levels based on a common calculation, such as DTP4-OPV3-MMR1 @ 24 Months. A cumulative percentage is included, however, unless you know that all the Assessment Sites used within the report had assessed 100% of the assessment age range, it is not recommended that you publish this result since the results are not weighted. There is a second method of getting report results for a region or district within a state. It is a multi-step process that involves creating a new Assessment Site record with a generic Site Name title and then copying records temporarily out of CASA and then receiving and merging the records into the newly created Assessment Site record. The same caveats apply to the report results as the first method.

Q. What if my computer will not allow me to copy the contents of the diskettes onto the C: drive?

- A. There are some computers where the installation diskettes will absolutely not work due to some undetermined incompatibility issues. The solution is a multi-step process. You will need to first find a computer which will allow you to copy the files from the diskettes onto the C: drive. Next, you will have to Format the diskettes on the computer where the incompatibility exists. After formatting the 3 disks, copy the installation files back from the other working computer onto the diskettes and then run the installation process again.

Q. Sending a report to File does not work. It creates a file with 0 (zero) bytes.

- A. There are no drivers available for sending a report to file for the Windows NT Operating System. You must install CASA on a computer with Windows 95/98/2000 to get this function to work in CASA.

Q. I want to send my CASA data by e-mail to another person. How do I go about this?

- A. Use a clean diskette and use the 'Send CASA Records' utility function as you would if sending the data by diskette. Next, attach the files that have an XFR (*.XFR) file extension to the e-mail message. The person receiving the e-mail with the attachments

may save the files to either a diskette or more preferably to their local (C:) drive. They would then use the 'Receive CASA Records' utility function to bring the data into CASA.

Q. I have a provider/clinic that wants to be able to import their data into CASA, but are not having any success doing so. What am I supposed to tell them?

- A. You may direct them to the subject of 'Importing' within the on-line Help within CASA. If they need further clarification have them contact me directly by e-mail at CASAINFO@CDC.GOV or by phone.

Q1. I go to input or edit an Immunization History record and I get the error message 'Subscript out of bounds'.

Q2. I go to input or edit an Immunization History record and I get the Error Number 1300.

- A. Close CASA. Go to the Start button, Programs, MS-DOS Prompt. You will be directed to either the C:\WINDOWS folder or some other folder location. Type CD\ and press the return key. Next, type CD\WINCASA and press the return key. Once at C:\WINCASA type DBF VACCINES.DBF. If CASA is located on a network drive, give these instructions to your LAN administrator since they will know the exact location of where CASA resides.

Q.I want to install the latest version of CASA, but I don't want to lose the data that I've already collected. What should I do?

- A. The installation software for CASA is not supposed to overwrite your data files, only the software files. However, there are some precautions you can take to ensure that there is not even the slightest possibility that data may be lost. Check the date on your computer periodically to make sure that the correct date is shown. This is easily accomplished in Windows 95/98/2000/NT by moving your mouse over the time in the lower right-hand corner of the screen. A tool tip will appear that shows the date. If not correct, double-clicking on the time will open the date/time property screen and you will be able to re-set the date. If the date changes never seem to stick, then you have a bad battery that needs replacing. This is a common problem for laptops. The other precaution you should take is to back-up your data using CASA's back-up Utility function.

Q. I just used the Send CASA Records, Immunization Files option to send my records to my desktop computer. I had no problem doing this, but when I went to use the diskette on another computer, it says that I do not have any Immunization Files on this diskette. What happened?

- A. CASA has renamed the files that are created for the purpose of Sending Immunization Files once an Assessment Site has been Received on another computer. The purpose of this renaming is to eliminate the potential of inadvertently duplicating records by Receiving the same files more than once. However, if there is an emergency need to recover the files that were Sent and Received once already, here is the MS DOS command that can be used to once again make the files available for Receiving. This example assumes that the files were originally on a diskette that is in your A: drive. At the DOS prompt type: REN A:*.XFB *.XFR

Q. Is it possible to automatically generate a date (i.e. date letter printed) on a reminder letter? I have changed the body of the letter to meet our needs but have been unable to determine how to print a date on the letter without having to type the date each time the report is run.

A. If you want the actual date of printing to appear anywhere within the body of the letter, place the following statement, exactly as shown, within your letter: <<DATE()>>
You may want to do some initial trial-and-error to get the placement just right, but I've tested it with the existing version of CASA and it works just fine.